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**DEPARTMENT OF CORRECTIONS**

*Leading Nevada Corrections Into the Future*

# **Request for Information**

Billing, Audit & Recovery Services  
For The

Nevada Department of Corrections  
Inmate Telephone System

RFI 01-03  
Issued: January 31, 2003

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## **Section 1: Information For Vendors**

### **Preface**

The Nevada Department of Corrections (NDOC) is soliciting information only regarding telecommunication consulting, billing, audit and recovery services as they relate to the NDOC inmate telephone system. The Department is seeking to obtain information, which will optimize commissions paid to NDOC.

While this Request For Information (RFI) will not result in an award, the Department of Corrections believes it is in the vendor community's best interest to assist in providing agencies with a realistic estimate of the types of services requested and to establish a known vendor list prior to RFP. At the same time, we understand that vendors will not eagerly pursue extremely detailed and time-consuming requests. We have included instructions for the RFI responses to make it as easy as possible for vendors to respond and we look forward to receiving your input.

### **Overview**

#### **Agency**

The Nevada Department of Corrections provides inmates housed throughout the State of Nevada a telephone system utilizing Global Tel\*Link monitoring equipment provided by the current contractor, MCI WorldCom. This telephone system generates revenue to the Department through calls placed by the inmates to their families/friends with commission payments paid by the contractor to the Department.

#### **Inmate Telephone System RFP**

The Nevada Department of Information Technology (DOIT) on behalf of NDOC recently released a Request for Proposal (RFP) solicitation for the inmate telephone system. NDOC may be interested in any or all listed criteria in conjunction with the current inmate telephone contract or assistance in review during the RFP process to better assess NDOC's requirements.

### **Project Description**

The types of service NDOC is seeking through this RFI include:

- Auditing past and current commission statements;

- Contract negotiations;
- Training of staff in self auditing skills;
- Optimizing contract revenue;
- Recommendation which may increase revenue and decrease costs;
- Enhanced performance of telecom network;
- Assistance in identifying inmate/facility variables which might effect commissions;
- Annual Audits;
- Reduction of NDOC staff involvement in telephone system operation and management.

While the Department's needs may be accomplished through more efficient management of NDOC's inmate telephone system via a contracted carrier, NDOC may be interested in pursuing development of an internal inmate telephone system.

## **Payment**

Payment for contracted consulting services must be deducted from gross revenue utilizing a pre-determined percentage. Payment for commission recovery will also be negotiated utilizing a pre-determined percentage or credits.

Submission of costs must be in accordance with Submission Requirements.

## **Section 2: Instructions for Completing this RFI**

### **State Point of Contact**

The sole point of contact for this RFI is:

Lana McGaffin, Chief of Purchasing  
Nevada Department of Corrections  
5500 Snyder Avenue  
Carson City, NV. 89701  
Telephone: (775) 887-3219  
Facsimile: (775) 887-3343  
Email: [lmcgaffi@ndoc.state.nv.us](mailto:lmcgaffi@ndoc.state.nv.us)

All correspondence relating to this RFI must contain the following:

- Vendor Name
- Contact Name/Title
- Address
- Telephone Number
- Facsimile Number
- Email Address

## Timeline

- ❖ Issue RFI-----January 31, 2003
- ❖ Response Due From Vendors-----3:00 p.m. PST--February 20, 2003

## Submission Requirements

### RFI Response Instructions and Formats

Responses to this RFI are requested in three major sections:

1. MS Word document with the following
  - a. Cover page – containing vendor name, ‘Response to State of Nevada RFI # 01-03 for Billing, Audit and Recovery Services for the Nevada Department of Corrections Inmate Telephone System’ and the date;
  - b. Overview – with company background, general description of products and services and a general description of your recommended approach to this project (1-2 pages);
  - c. Technology Environment – Briefly note any required or recommended technology for the completion of this project;
  - d. Recommended Statement of Work – Prepare separate sections that include the following items for each of the phases listed within the ‘RFI Project Description’ paragraph earlier in this document (maximum of 10 pages for all phases):
    - Description of what you would include in the deliverable;
    - Steps required to complete;
    - Any additional or interim deliverables;

- Employee titles that would be involved (i.e., Manager, Sr. Analyst);
  - Estimated duration (stated as person hrs/wks/mnths); and
  - Proposed percentage for consulting, commission recovery, and internal system development; and
  - Proposer may submit information pertaining to current contract management via an outside provider and/or internal system development, which may be leased and managed by the proposer.
2. Vendors may provide attachments of any additional information, marketing material, etc. that you wish to provide that helps further define the company's products, services.
  3. Vendors may submit information on all or any portion of the requested information.

Please e-mail your response to the State Point of Contact at the address above no later than 3 p.m. PST on the response due date.